

**From:** Crawford, John  
**To:** Rodriguez, Tony  
**Sent:** 7/23/2013 7:54:55 AM  
**Subject:** RE: Weekly EIC Report

Nope—here's the tally so far:

ISSUE_DATE	COUNT
07/18/2013	1
07/16/2013	1
07/10/2013	1
07/05/2013	1

Those two were entered last week.

JC

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**From:** Rodriguez, Tony  
**Sent:** Tuesday, July 23, 2013 7:36 AM  
**To:** Crawford, John  
**Subject:** Re: Weekly EIC Report

I saw that but thought these were the first two we dealt with.

Tony Rodriguez  
Senior Manager  
Office: 512.424.5657  
Cell: 512.739.9709

On Jul 22, 2013, at 17:49, "Crawford, John" <[John.Crawford@dps.texas.gov](mailto:John.Crawford@dps.texas.gov)> wrote:

Tony,

Did you notice that I reported on Friday that we had two EICs issued last week, one on the 16<sup>th</sup> and one on the 18<sup>th</sup>? That doesn't match your zero numbers below. I meant to ask you about it after this morning's meeting & forgot to do so.

John C.

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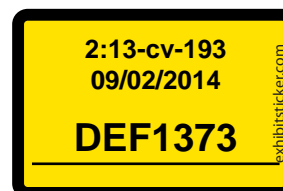
**From:** Rodriguez, Tony  
**Sent:** Monday, July 22, 2013 8:49 AM  
**To:** Watkins, Paul; Bell, Stephen; Winkley, Salestus; Berkley, Johnnie; Silva, Samuel; Valenzuela, Estella; Valdez, Tomas; Hubbard, Barbara; Garcia, Joseph; Smith, Janie; Melcher, Lori; Mastracchio, JoeAnna; Ron Grahovec; Crawford, John; Hunter, Stephanie; Wells, Charles; Barber, David; Muniz, Barbara; Segundo, Carolina  
**Subject:** RE: Weekly EIC Report

I will be out of the office this Friday. Please send your EIC reports to Steve Bell who will compile them. Also, **please have the word "EIC" in your subject line t-so that the message goes to the correct folder on my computer.**

v/r

*Tony Rodriguez*

Customer Operations Senior Manager – South and West  
Driver License Division  
Texas Department of Public Safety  
[tony.rodriguez@dps.texas.gov](mailto:tony.rodriguez@dps.texas.gov)



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The Driver License Division is committed to quality and excellence in customer service. Please share your thoughts with us via our online customer service survey at: <http://www.survey.utexas.edu/txdps/>

**From:** Rodriguez, Tony**Sent:** Friday, July 19, 2013 4:10 PM

**To:** Rodriguez, Tony; Peters, Joe; Watkins, Paul; Bell, Stephen; Winkley, Salestus; Berkley, Johnnie; Silva, Samuel; Valenzuela, Estella; Valdez, Tomas; Hubbard, Barbara; Garcia, Joseph; Smith, Janie; Melcher, Lori; Gomez, Enrique; Mastracchio, JoeAnna; Ron Grahovec; Crawford, John; Vinger, Tom; Cesinger, Katherine; Hunter, Stephanie; Wells, Charles; Barber, David; Muniz, Barbara; Segundo, Carolina

**Subject:** Weekly EIC Report**Importance:** High

For this week we have had inquiries but no additional issuances.

19 July Weekly EIC Report			
1A	Issuance	0	
	Inquiry	1	Wednesday, July 17, 2013, a customer inquired about an EC at our DL office in Quitman. He had a valid DL
1B	Issuance	0	
	Inquiry	1	One inquiry at the Arlington DLO on Tuesday, 16 July (Reason for inquiry is not known).
2A	Issuance	0	
	Inquiry	0	
2B	Issuance	0	
	Inquiry	0	
3	Issuance	0	
	Inquiry	0	
4	Issuance	0	
	Inquiry	0	
5	Issuance	0	
	Inquiry	0	
6A	Issuance	0	
	Inquiry	1	
6B	Issuance	0	
	Inquiry	2	2 Inquiries at Austin-South but both had valid Texas DL
Total EICs Issued Today		0	
Total EIC Inquiries Today		5	
Total EICs Issued to Date		2	
Total EIC Inquiries to Date		36	

v/r



Customer Operations Senior Manager – South and West  
 Driver License Division  
 Texas Department of Public Safety

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**From:** Rodriguez, Tony

**Sent:** Monday, July 15, 2013 5:37 PM

**To:** Rodriguez, Tony; Peters, Joe; Watkins, Paul; Bell, Stephen; Winkley, Salestus; Berkley, Johnnie; Silva, Samuel; Valenzuela, Estella; Valdez, Tomas; Hubbard, Barbara; Garcia, Joseph; Smith, Janie; Melcher, Lori; Gomez, Enrique; Mastracchio, JoeAnna; Ron Grahovec; Crawford, John; Vinger, Tom; Cesinger, Katherine; Hunter, Stephanie; Wells, Charles; Barber, David; Muniz, Barbara; Segundo, Carolina

**Subject:** EIC Report CHANGE

Ladies and gentlemen,

We are changing the reporting cycle for EIC reports from daily to a weekly report. The next EIC report you will receive will be on Friday. Regions will provide me a roll-up of issuances and inquiries by 4:00 and I will turn the report around by 5:00.

\*\* I already have your information for today, please do not duplicate this information in your report(s) on Friday.

v/r

*Tony Rodriguez*

Customer Operations Senior Manager – South and West

Driver License Division

Texas Department of Public Safety

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